

Client Services 4.3 Upgrade

Clinic Responsibilities

August 2006

Client Services version 4.3, which includes the ability to issue checks to Any Washington WIC Approved Store, will be coming to your clinic soon. Enclosed are the Client Services 4.3 Installation CD, and a checklist of things you need to do or acquire before your upgrade. You should have already received your training CD, *Checks, Stores and More*. The Help Desk will contact you and schedule a specific date and time for the install.

Here's what you need to do:

1. Store the enclosed Client Services 4.3 Installation CD in a safe place where you'll easily find it when needed; preferably with your new check stock.
2. Go over the checklist on the back of this document and make sure you have everything you need before the upgrade.
3. Be sure all staff view the training CD *Checks, Stores and More* before your scheduled installation date!

Client Services 4.3 Installation

At the scheduled date and time, the Help Desk will call to have you insert the Installation CD into the WIC Server. The Help Desk will take care of the installation of the program on your computers. Here are the steps you will be responsible for:

1. Make sure everyone closes all CIMS applications (Client Services and Clinic Reports).
2. Insert the Installation CD into the CD-ROM drive of the WIC SERVER.
3. Wait for the Help Desk to call and verify that the installation has been successfully completed before logging back into Client Services.
4. After the Help Desk verifies the installation is successful, remove all check stock from printers.
Set this aside in a safe place with the handwritten check stock. Keep this old check stock. Be sure you keep the old check stock separate from the new checks.
5. Load the new check stock into the printers.
6. Verify that the new checks print correctly, that information is aligned with the pre-printed boxes. If there is any misalignment, notify the Help Desk so they can re-align your printer.

When installation is completed and the Help Desk has instructed you to remove the CD from the Server, store it with your old check stock. Please keep both the old check stock and the Installation CD until we tell you to destroy it.

Any Approved Store Implementation Checklist

Have	What you need	Where it comes from	How to get it if you don't have it
<input type="checkbox"/>	Client Services 4.3 Installation CD	Shipped Fed Ex from the Help Desk	Call the Help Desk
<input type="checkbox"/>	<i>Checks, Stores and More</i> Training CD	Shipped Fed Ex from the State WIC office	Contact Robert Hunter
<input type="checkbox"/>	"Clinic Responsibilities, Client Services 4.3 Installation" document	State WIC office, sent with Client Services 4.3 Installation CD	Call the Help Desk
<input type="checkbox"/>	Client Services 4.3 Release Notes	State WIC Office	Print from the Numbered Memo or call the Help Desk
<input type="checkbox"/>	New Check stock	Shipped UPS from Moore Wallace warehouse	Call the Help Desk
<input type="checkbox"/>	New Handwritten Check stock	Shipped UPS from Moore Wallace warehouse	Call the Help Desk
<input type="checkbox"/>	Handwritten check numbers appear in Client Services	State WIC Office, Marie Hruban	Call the Help Desk
<input type="checkbox"/>	Rights and Responsibilities forms	Department of Printing Fulfillment Center. www.prt.wa.gov	Order from the Department of Printing. Contact Marian Polsak if you have questions.
<input type="checkbox"/>	Using WIC Checks flyer	Department of Printing Fulfillment Center. 360-586-6360	Order from the Department of Printing. Contact Marian Polsak if you have questions.
<input type="checkbox"/>	Appointment/ID Folders	Department of Printing Fulfillment Center.	Order from the Department of Printing. Contact Heidi Feston
<input type="checkbox"/>	QWIC WIC revisions	Department of Printing Fulfillment Center.	Contact Marie Hruban
<input type="checkbox"/>	Policy and Procedure manual chapters: Rights and Resp. - Ch 7 WIC Checks – Ch. 22	State WIC Office	Contact Robert Hunter
<input type="checkbox"/>	Staff have completed CD training <i>Checks, Stores and More</i>	State WIC Office	Contact Marian Polsak if you need a new training CD.
<input type="checkbox"/>	Date and time of Install set – Block out schedule if necessary	Help Desk	Call the Help Desk if you can't remember the date and time or run into scheduling conflicts

Help Desk: 1-800-457-2467 (western region) 1-800-942-2484 (eastern region)
 State WIC Office: 1-800-841-1410